Q-see®
simplicity - quality - technology

Quick-Start Guide

SUPER DVR MONITORING SOFTWARE

Remote Surveillance & Playback

For use on Q-See's QSDT series of
PC Securitiy Surveillance Cards

REMOTE SURVEILLANCE & PLAYBACK

This quick-start guide is excerpted from the Super DVR manual which is available in its entirety on the CD that accompanied your surveillance video capture card or it can be found on ***www.Q-See.com*** by looking up the model of your card.

1 REMOTE LIVE SURVEILLANCE

Surveillance system supports Remote Surveillance through LAN, Internet, and Intranet. Simply enable the Webcam function of the system on a computer which is connected to the Internet, and the computer system will become an Internet Webcam server. On any other computer that connects to Internet, enter the public IP server address in an Internet Explorer browser window. Remote users can get high quality real-time image from the server (depending on available bandwidth) and also control the P.T.Z devices.

REMOTE SURVEILLANCE SERVER CONFIGURATION

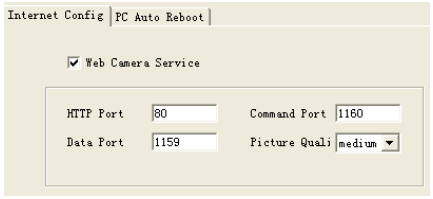
Users should first enable the Web Camera Services in Basic Configuration and set other settings as shown below:

HTTP Port - Web service & download service port, default value is 80.

Data Port - Data transmission port, default value is 1159.

Command Port - Control command port, default value is 1160.

Picture Quality - Default value is medium.



PICTURE 1

If your internet connection does not have enough bandwidth available you can use the Picture Quality option to send the video over the internet at a lower quality setting then you are using for recording. That way you will be able to see the images over the internet at lower quality while still recording at the higher quality setting.

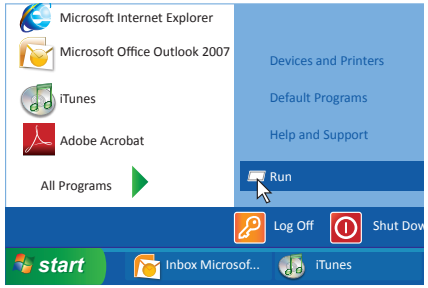
NOTE! The minimum speed on the internet connection is 1Mbps download and 1Mbps upload for 4 and 8 channels, and 2Mbps download and upload for 16 channels. You can check the speed of your connection at both ends by going ***www.SpeedTest.net*** from both the computer in which the card is installed as well as the remote computer which you will be using.

2 CONFIGURING ROUTER FOR REMOTE ACCESS

PART 1: FIND OUT THE IP ADDRESS OF THE SYSTEM

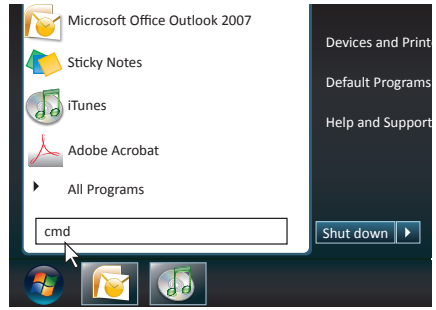
STEP 1. To access the router's settings you will need to enter the **Command** (CMD) panel on the computer containing your video capture card.

A. WINDOWS XP – Select **Run** from your Windows **START** menu (lower left of screen) and type "**cmd**" after the prompt.



PICTURE 2

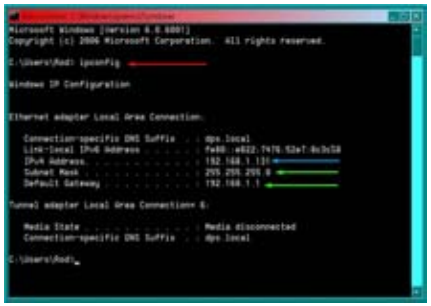
B. WINDOWS VISTA and **WINDOWS 7** – Click on the **START** menu (Windows icon) in the lower left of your screen. Type "**cmd**" into the field that says, "**Search programs and files**" and hit **ENTER** or click on the magnifying glass icon.



PICTURE 3

STEP 2. Type "**ipconfig**" at the prompt (**Red arrow in Picture 4**) to access router settings.

STEP 3. Write down the IP4v address (**Blue arrow**) as well as the Gateway and Subnet Mask numbers (**Green arrows**). The IP4v address is the address used by the card.



PICTURE 4

PART 2: DETERMINE THE NUMBER OF ROUTERS ON THE NETWORK

To find out the number of routers on your network, you will need to download a **FREE** router detection program.

STEP 1. Go to *http://www.pcwintech.com/shanes-toolbox*

STEP 2. Click on **Detect Multiple Routers** to begin the download.

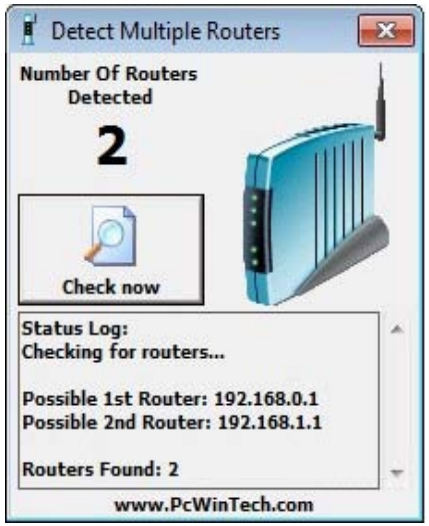
PICTURE 5

STEP 3. Unzip the application to install it.

STEP 4. Click on the **detect_routers** application to run it.

PICTURE 6

STEP 5. Click on **CHECK NOW** to detect how many Routers are in the network.



PICTURE 7

STEP 6. If there is only one router detected, then you may skip to **Part 3: Simple Port Forwarding**.

If Multiple Routers are Detected

If there are multiple routers, you will see a display similar to **Picture 8**.

If so, it may be preferable to connect your DVR and computer to the router that connects directly to the Internet. However, this is not always possible depending upon your particular situation.

PICTURE 8

In this case, you will need to proceed with the next section using the IP address for Router 1 to forward its ports. After that, you will need to proceed to **Part 4**.

PART 3: SIMPLE PORT FORWARDING

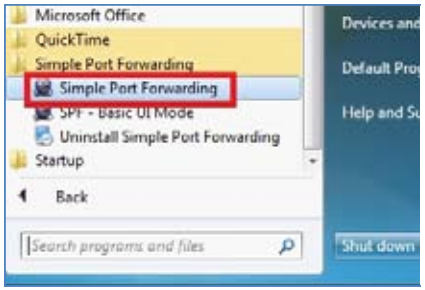
Download the **FREE** Simple Port Forwarding program from:
http://www.simpleportforwarding.com/download

STEP 1. Click on **Download** in any of the mirrors or the Direct Download link to download and install this program.

Make sure to check out all the programs
Download Simple Port Forwarding
Your router not in the program? Click Here
This is a Free/Pro Program.
2000, XP, 2003, Vista, 2008, 7 & Requires Internet Explorer 6.0 or higher
Current Version: 3.1.6
Supported Routers: 1,702
Main Language: English
Supported Languages: 52
DOWNLOAD
What's My IP Address?
Click Here
DOWNLOAD Mirror 1 (MajorGeeks.com)
DOWNLOAD Mirror 2 (Softpedia.com)
DOWNLOAD Mirror 3 (Snapfiles.com)
DOWNLOAD Mirror 4 (FiberDownload.com)
DOWNLOAD Mirror 5 (SoftSea.com)
DOWNLOAD Mirror 6 (Programosy.pl)
DOWNLOAD Mirror 7 (BrotherSoft.com)
DOWNLOAD Mirror 8 (Download3k.com)

PICTURE 9

STEP 2. Once the program is installed, go to the Windows **Start Menu** (Windows icon in the lower left of your monitor) and look for **Simple Port Forwarding** in the program list. Click on the program to launch it.



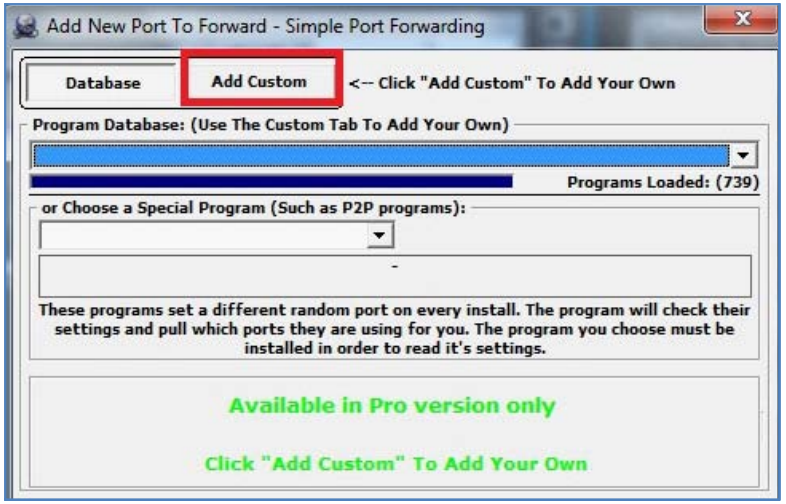
PICTURE 10

STEP 3. Once **Simple Port Forwarding** has launched, select your router from the list. The default Router IP and Login information will automatically come up. If you have previously changed the login information, then you will have to enter it manually

PICTURE 11

STEP 4. Click on "**+**" at the bottom to open the window allowing you to set your ports.

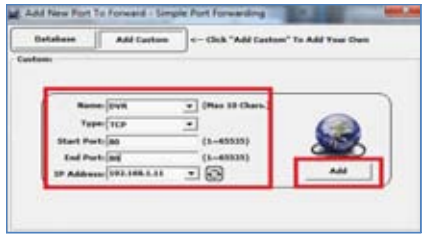
STEP 5. Click on **ADD CUSTOM**.


Add New Port To Forward - Simple Port Forwarding
Database
Add Custom
<-- Click "Add Custom" To Add Your Own
Program Database: (Use The Custom Tab To Add Your Own)
Programs Loaded: (739)
or Choose a Special Program (Such as P2P programs):
These programs set a different random port on every install. The program will check their settings and pull which ports they are using for you. The program you choose must be installed in order to read it's settings.
Available in Pro version only
Click "Add Custom" To Add Your Own

PICTURE 12

STEP 6. Input the required information:

Name: (You can name your DVR if you wish)
Type: TCP
Start Port: 80
End Port:80
IP add: IP of DVR obtained in **Part 1**.

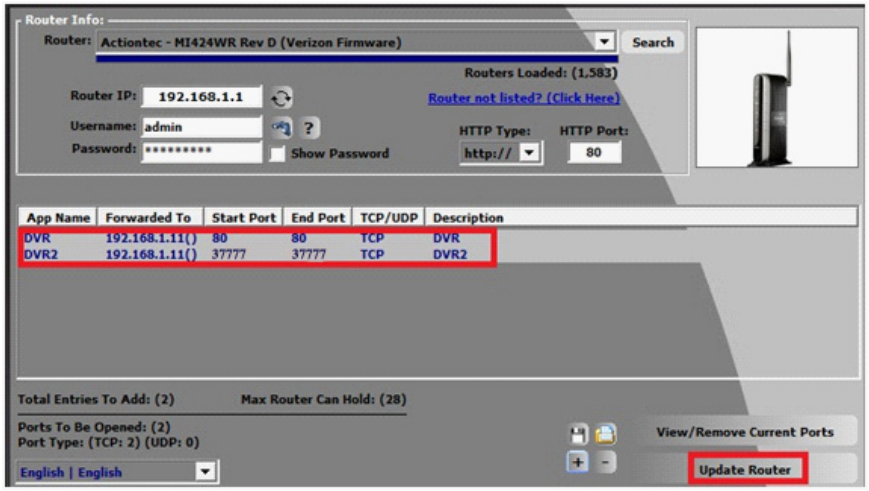


PICTURE 13

Click on **ADD**

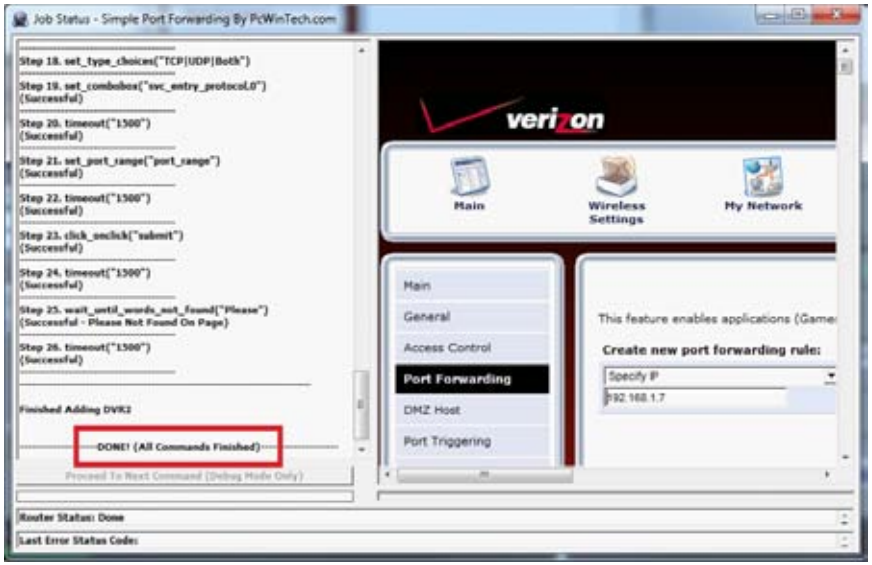
Repeat for port **1159** and **1160**.

STEP 7. You will now be returned to the main window of the program. The ports you added will now show on the list. Click on **Update Router** at the bottom.


Router Info:
Router: Actiontec - MI424WR Rev D (Verizon Firmware)
Search
Routers Loaded: (1,583)
Router IP: 192.168.1.1
Router not listed? (Click Here)
Username: admin
Password: *********
Show Password
HTTP Type: http://
HTTP Port: 80
App Name | Forwarded To | Start Port | End Port | TCP/UDP | Description
DVR | 192.168.1.11() | 80 | 80 | TCP | DVR
DVR2 | 192.168.1.11() | 37777 | 37777 | TCP | DVR2
Total Entries To Add: (2)
Max Router Can Hold: (28)
Ports To Be Opened: (2)
Port Type: (TCP: 2) (UDP: 0)
View/Remove Current Ports
English | English
Update Router

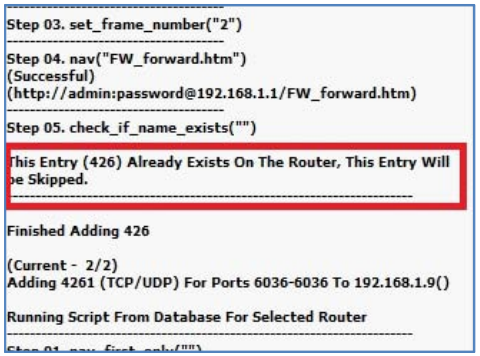
PICTURE 14

STEP 8. You will see the "Updating is in progress" message. Please wait until you see it say **DONE** at the bottom.



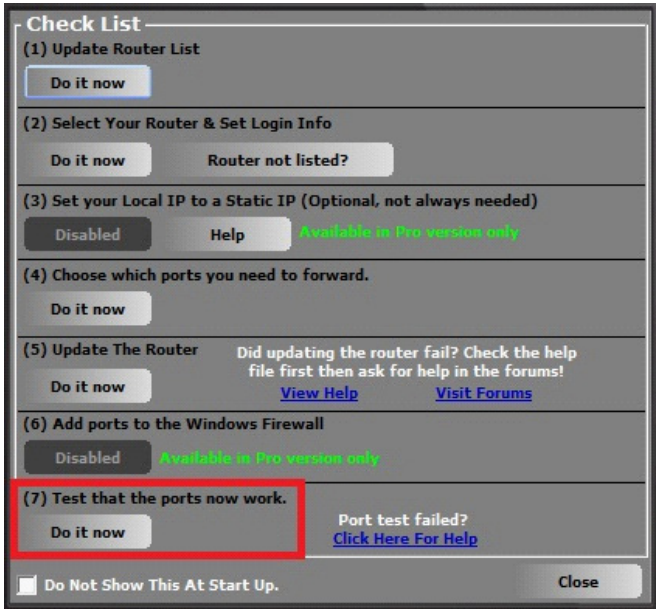
PICTURE 15

If for some reason, a port or ports that you forwarded are not listed in the Router and if you see a message in the Scripts list on the left side of the window stating that the port already exists (**Red box in Picture 16**), then you will need to change the Port 80 to 85 in the DVR and start over again.


Step 03. set_frame_number("2")
Step 04. nav("FW_forward.htm")
(Successful)
(http://admin:password@192.168.1.1/FW_forward.htm)
Step 05. check_if_name_exists("")
This Entry (426) Already Exists On The Router, This Entry Will be Skipped.
Finished Adding 426
(Current - 2/2)
Adding 4261 (TCP/UDP) For Ports 6036-6036 To 192.168.1.9()
Running Script From Database For Selected Router

PICTURE 16

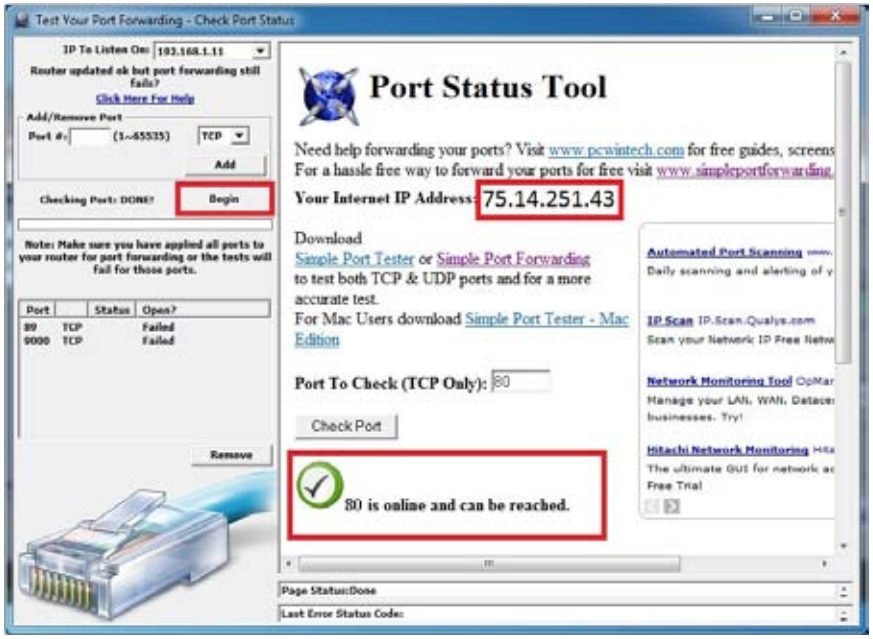
STEP 9. Once you receive the **DONE** message that the ports have been successfully forwarded, test if the ports are working by clicking on item number 7 in the **Check List** - **Test that the ports now work**.


Check List
(1) Update Router List
Do it now
(2) Select Your Router & Set Login Info
Do it now
Router not listed?
(3) Set your Local IP to a Static IP (Optional, not always needed)
Disabled
Help
Available in Pro version only
(4) Choose which ports you need to forward.
Do it now
(5) Update The Router
Do it now
Did updating the router fail? Check the help file first then ask for help in the forums!
View Help
Visit Forums
(6) Add ports to the Windows Firewall
Disabled
Available in Pro version only
(7) Test that the ports now work.
Do it now
Port test failed?
Click Here For Help
Do Not Show This At Start Up.
Close

PICTURE 17

STEP 10. Click on **Begin.**

If you receive a message stating that the port is online and can be reached, then you have set it up correctly.



PICTURE 18

To connect to your DVR from the Internet, you will need to put the Internet IP address shown after "**Your Internet Address:**" message into your Internet Explorer browser or access program window.

NOTE! The default value is 80. If port 80 is already occupied by another device on the network, then another port will need to be selected. Choose another number in the same range; 81-89. In this case, you will have to add the port to the IP address when entering it into the Internet Explorer window. For example, if the port is now 82, then you will need to enter http://192.168.0.25:82

IMPORTANT! Do not use 255 or higher to complete your IP address as these addresses are reserved for other devices and components.

PART 4: SETTING UP DMZ IN ROUTER 2

NOTE! You will only need to proceed with this section if you detected a second router in **Section 2**.

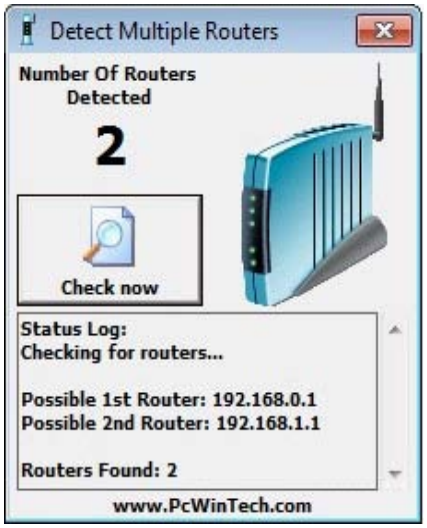
STEP 1. Login into Router 1 by putting the IP of Router 1 into the Internet Explorer browser, as in the example shown in **Picture 19** where the IP address of Router 1 is 192.168.0.1

STEP 2. Find the status page on the router settings that shows the WAN/ Internet IP address and write it down this WAN IP address.

STEP 3. Log into the Router 2 by putting the IP of Router 2 into the Internet Explorer browser, as in example shown in **Picture 19** where the IP address of Router 2 is 192.168.1.1

STEP 4. Find the **DMZ** page in the router settings.

STEP 5. Enter the WAN IP for Router 1 into the **DMZ** page and enable DMZ.



PICTURE 19

NOTE! If you do not have a **DMZ** setting in the router, check to see if there is a **Bridge** setting. If so, then use the **Bridge** setting instead of DMZ.

STEP 6. Save your changes.

You have forwarded the ports on the router to which the DVR is connected, to the IP address of the DVR, and set the primary router to pass the connection to this router.

3 DDNS (DYNAMIC DOMAIN NAME SERVICE)

You can access the system over the Internet using a static or dynamic IP address. However, your service provider can change this dynamic address from time to time. When it changes, you will have to return to ***www.MyIPAaddress.com*** to get the new public IP address.

There are two solutions to this problem. The first would be to obtain a static IP address from your ISP – which can be expensive. A second – *and free* – option is to use a dynamic domain name service (DDNS) to get a domain name that can be linked to your dynamic IP address. In addition to automatically keeping up with the changes in the address, you will now be able to enter a domain name rather than a string of digits when accessing the DVR in Internet Explorer.

We recommend using ***www.MyQ-See.com*** or ***www.DynDNS.com*** as the DVR has been already configured to accept account information from these two services.

NOTE! Before setting up DDNS, you must have previously set up Port Forwarding as described in the previous section.

SETTING UP DDNS

The following instructions are for setting up DDNS with MyQ-See, instructions for DynDNS are available on their website.

STEP 1. Using a computer that is connected to the same router as the DVR, use Internet Explorer to go to ***www.MyQ-See.com***

STEP 2. Fill out the required information to register and click the **Submit** button at the bottom of the screen.

STEP 3. The next page will ask you to create a domain name. Domain names must begin with a letter (a-z) or a number (0-9) and cannot contain a hyphen. Once you've decided upon a name, click on the "**Request Domain**" button. If it is available you will see a confirmation screen along with the IP address associated with it. Confirm that this matches the number obtained in **Network Settings**. Your domain name will look like this: ***http://example.myq-see.com***

STEP 4. Once you have obtained your domain name, you will need to configure the DVR for access using it.

PICTURE 20

PICTURE 21

STEP 5. Once you have completed steps 1-4, click on the link on the MyQ-See website to download the **MyQ-See** software program onto your computer and install it so that it can monitor the IP address assigned to your account. The computer must always be on in order to update the link to the public IP address when it changes.

4 ACCESSING THE DVR USING INTERNET EXPLORER

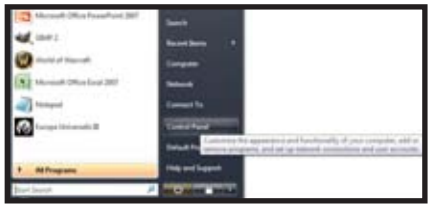
Once you have configured the network settings on the DVR to match those on your router and forwarded the ports needed by the DVR to enable remote access over the Internet, you will be ready to remotely view your cameras using a webcam program based on an ActiveX control. For this to work, you will have to enable the ActiveX control options that are built into Internet Explorer. It is strongly suggested that you be running the latest version of Internet Explorer (currently IE8). The instructions below will describe the process using that version of the browser. Instructions for users with IE6 or 7 are available in the Resources library of our Technical Support page.

USER ACCOUNT CONTROL FOR WINDOWS VISTA AND WINDOWS 7

Some users of computers using Windows Vista or Windows 7 operating systems may receive an error message informing of a codec that is missing or not installed. This conflict can be resolved by turning off User Account Control (UAC).

Windows Vista

STEP 1. Open the Control Panel (accessible by clicking on the Windows icon in the lower left of your screen.



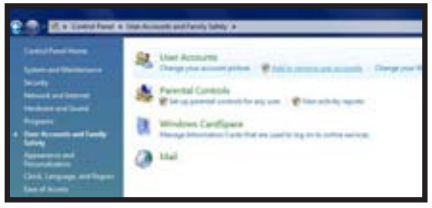
PICTURE 23

STEP 2. Select User **Accounts and Family Safety**.

User Accounts and Family Safety
Set up parental controls for any user
Add or remove user accounts
Change user account settings and passwords, and set up parental controls.
Customize colors
Adjust screen resolution

PICTURE 24

STEP 3. Select "**Add or Remove User Account**."

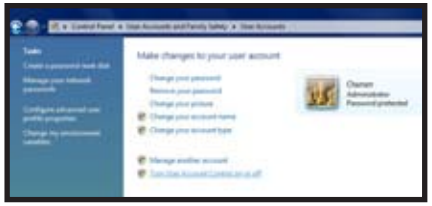


PICTURE 25

STEP 4. Select the desired user account.

PICTURE 26

STEP 5. Select **Turn User Account Control on or off**



PICTURE 27

STEP 6. Uncheck the box next to "Use User Account Control (UAC) to help protect your computer."

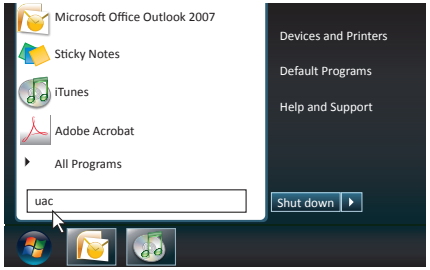
STEP 7. You will then be asked to restart your computer for the change to take effect.

PICTURE 28

Windows 7

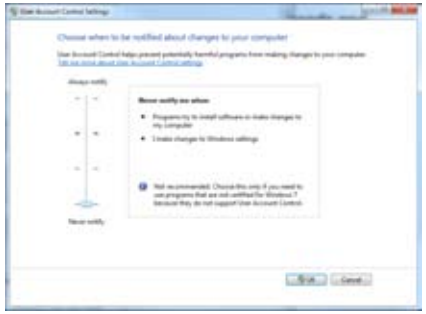
STEP 1. Open up the Start Menu (accessible by clicking on the Windows icon in the lower left of your screen.

STEP 2. Type "uac" into the search bar and hit **ENTER**. The User Account Control will open or you will be offered a link to click to open it.



PICTURE 29

STEP 3. Move slider to lowest setting and press **OK**.



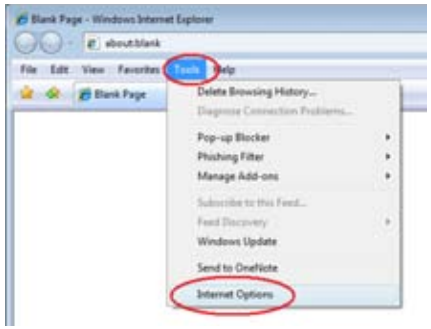
PICTURE 6-30

Setting Up ActiveX Control

STEP 1. Open Internet Explorer

STEP 2. Click on **Tools**

STEP 3. Select **Internet Options** in the pull-down menu



PICTURE 31

STEP 4. Click on the **Security** Tab

STEP 5. Select **Trusted** Sites

STEP 6. Click on the **Sites** button

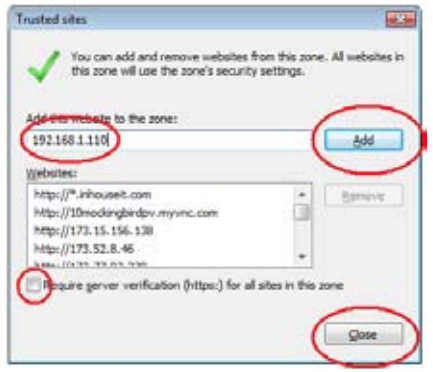
PICTURE 32

STEP 7. Uncheck the "**Require server verification (https:) for all sites in this zone**" button.

STEP 8. Type the DVR's IP address (obtained during **Network Setup**) or DDNS domain name into the "**Add this website to the zone:**" box.

STEP 9. Click the **Add** button

STEP 10. Close the window.

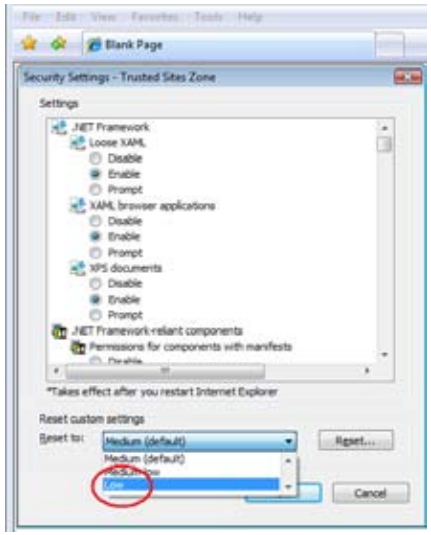


PICTURE 33

STEP 11. Click the **Custom level…** button.

PICTURE 6-34

STEP 12. Pull down the "**Reset to:**" menu button and select **Low**



PICTURE 6-35

STEP 13. Click the **Reset** button

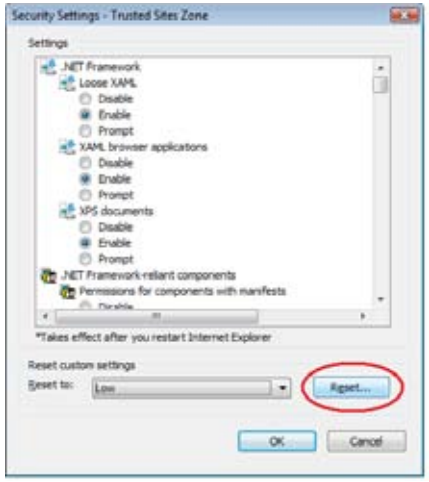
STEP 14. Click "**Yes**" when asked, "Are you sure you want to change the setting for this zone?"

STEP 15. Click **OK**

STEP 16. Click **Apply**

STEP 17. Click **OK**

STEP 18. Close Internet Explorer



PICTURE 6-36

You are now ready to access the DVR using Internet Explorer.

Open a browser window in Internet Explorer and enter the IP address or DDNS name (obtained in **Section 6.3 DDNS (Dynamic Domain Name Service)** into the address bar.

You will see a log in screen similar to that shown in **Picture 37** or yellow alert bar at the top of the window asking for permission to open an ActiveX application. Allow it to install **webrec.cab control** to reach the sign-in screen.

Instructions for controlling your system remotely are in the next section.

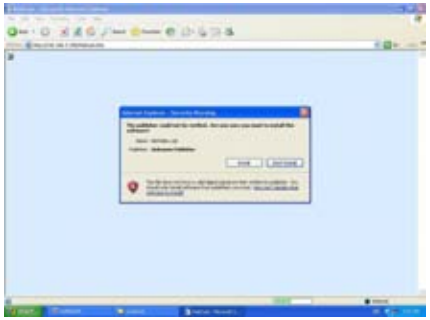
PICTURE 6-37

ACCESSING THE INTERNET EXPLORER CLIENT

After enabling network server on the unit, and enabling ActiveX, users can view the video from the cameras over the LAN or Internet through Internet Explorer. This unit only supports Internet Explorer browser, no other browsers are supported. It also supports Win2000, WinXP, Vista, and Win7.

Input the IP address of the computer with the card if accessing from LAN, or the public IP address of the router if accessing from the internet, into the Internet Explorer window to reach the window that prompts you to install the ActiveX control.

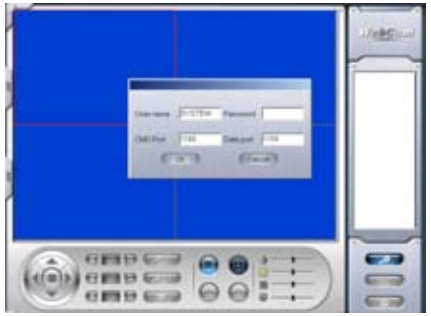
You will get a message asking you to install the file NetVideo.cab. Install it as normal.



PICTURE 6-38

You will then be asked to log in. Use the same User Name and Password as you would when logging in from the computer itself. The default User Name is ***SYSTEM*** without a password.

Once you have entered the User Name and Password, click **OK** to log in.



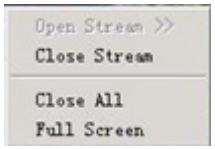
PICTURE 6-39

As you can see, the WebCam main interface is very similar to the SuperDVR main interface.

PICTURE 6-40

Icon	Description
	Controls for PTZ Cameras: ▲: Move Up. ▼: Move Down. ◀ Move Left rotate left. ▶ Move Right. ■ Stop Rotating.
	PTZ 'Focus' buttons. + Far Focus − Near Focus
	PTZ 'Zoom' buttons. + Zoom In − Zoom Out
	PTZ 'Iris' button. + Increase light. − Decrease light
	Go to a Preset Point
	Set a Preset Point
	Speed dome. Adjust PTZ speed.
	Single channel with full screen display
	Four channel mode - four cameras displayed
	Contrast adjustment
	Brightness adjustment
	Hue adjustment
	Saturation adjustment
	Log in/ Log out
	Record playback
	System Configuration
	LAN or Master stream is for users on the same network as your system. It has higher frame rate and needs higher network bandwidth Internet, or sub stream, has a lower frame rate and requires lower network bandwidth. Users can select the stream according to their bandwidth.

Right-clicking the mouse in the main interface will open a sub menu.



PICTURE 6-41

Open Stream - Click this item, selected channel will open

Close Stream - Click this item, selected channel will close

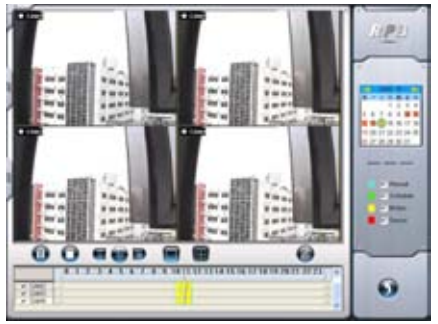
Close All - Click this item, all channels will close

Full Screen - Select this item, the picture will display full screen. Double click or click right mouse to return to the previous interface.

5 REMOTE PLAYBACK

RECORD PLAYBACK AND CONTROL

Click button on the Webcam main interface, and the remote playback interface will appear:



PICTURE 6-42

	Play/ Pause
	Stop
	Adjust the speed of playing back. Users can adjust play speed as needed.
	Playing back backup. Users can click Backup to enter into the Remote Backup interface:

REMOTE BACKUP

STEP 1. Select the date, channel, then click Search button. It will list all files recorded for the day.

STEP 2. Click Browse button, set the saving path.

STEP 3. Select files in the search area. Users can hold shift button on the keyboard and select multi files with mouse simultaneously.

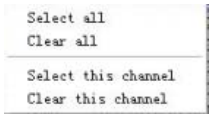
STEP 4. Click Backup button to do remote backup.

PICTURE 6-43

The backup files will be saved in AVI format. Most computer users can play with most third party players directly.

If you do not have a media player installed, we suggest using Windows Media Player Classic which is available as a free download from many web sites and is easily found via an online search.

Right-clicking the mouse in the search area will open a sub menu.



PICTURE 6-44

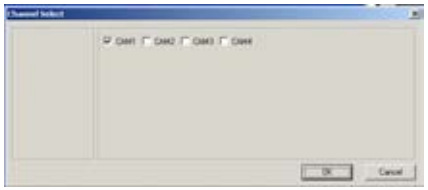
If you want to view all channels, click **Select all**, then all check boxes before channels will be selected.

Click Clear all to clear all selected channels; if users select a certain channel, click Select this channel, then just this channel be selected.

Click **Clear this channel** to deselect that channel.

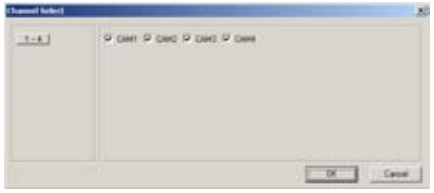
	Return to previous main interface
	Multiple Channels playback control

The system default playback modes are single and four channel. If you need to change to other channels, then click the single channel button to bring up the 1-channel configuration window where you can select one channel from all the available channels for playing back.



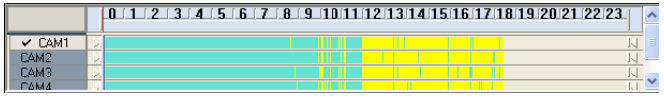
PICTURE 6-45

The four channel configuration window will display when the four channel icon is selected allowing you to select any four channels from all the available channels for play back.



PICTURE 6-46

Data preview shows the recorded data for different channels during corresponding time, the left side shows the available channels. When a certain channel has been selected for playing back, the background color will be highlighted, or its dark gray and a tick sign will appear beside the channel title.



PICTURE 6-47

The data preview area at the center gives details of the recorded files. Different colors of the bar show different types of records.

BLUE	Manually Recorded	GREEN	Schedule Recorded
YELLOW	Motion Detection	RED	Sensor Alarm

The ruler on top of the bar shows the hours of the day. Right-click the ruler, it will be magnified 10 times allowing users to see the time marks more clearly.

When searching for a certain section of a record, draw the bar to the desired position. If necessary, right-click the bar to see the magnified time marks for precise search.

You can click the Play button to play the selected record, Then return to live display mode after finishing remote playback, it will display a message 'Connecting…'on the screen. And you may click "Large Picture" or "Quad Picture" button to refresh the screen to get live picture.

For further details on operating your surveillance card and the SuperDVR software, please consult the complete user manual available at ***www.Q-See.com*** or included on the CD that accompanied your product.

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